



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**El Paso Telephone Company, The**  
**Fairpoint Communications / The El Paso Telephone Company**  
**for quarter ending June 30, 2011**

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.90	0.60	0.80	0.77
B. Operator Answer Time - Information [730.510(a)(1)]	3.30	1.80	2.40	2.50
C. Repair Office Answer Time [730.510(b)(1)]	36.00	33.00	43.00	37.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	13.00	20.00	39.00	24.00
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.44	2.01	3.31	2.25
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	6.67%	4.65%	3.77%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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